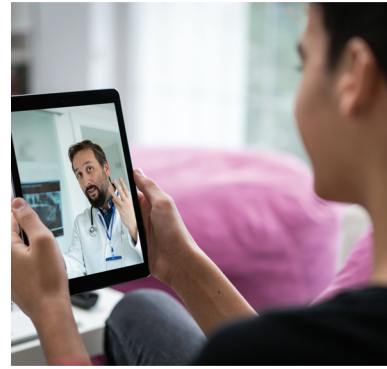


# COVID-19 GUIDE

PLAYBOOK FOR REOPENING YOUR  
BUSINESS IN THE AGE OF COVID-19



Tulare County  
Health & Human  
Services Agency

# MESSAGE FROM LEADERSHIP

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Dear Business Leaders,

These unprecedented times have been challenging, to say the least. However, we're proud of you for helping our community succeed, from donating meals to essential employees, to sewing masks, to simply sharing resources on social media. We are truly #StrongerTogether.

As we move forward, we know you are anxious to reopen your doors. To ensure the safety of our community and to help you navigate the new normal, we have created this playbook. This comprehensive guide includes many of the recommendations and developed guidelines from the CDC and other federal, state, and local agencies. This resource will act as a living document, which we will update as this fluid situation changes.

Though we all wish to return to our regular lives, we must take necessary precautions during this time. The last thing we want is for the virus to grow during this stage. This playbook is a guideline to help you safely serve your customers and accommodate your employees. If you have any questions, please contact the Tulare County Public Health Branch. We are here to help you.

Thank you for your support and courage as we continue to navigate this pandemic together. We'll continue to persevere the only way we know how: together.

Stay safe.




Tulare County  
Health & Human  
Services Agency

# DISCLAIMER

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Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety, and other workplace requirements in place prior to the age of COVID-19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate this guidance and consult with your own legal counsel and other advisors regarding the legality, applicability, and potential efficacy of this information in your place of business and to determine what, if any, other recommendations or requirements may apply to your business.



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# GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES & CUSTOMERS

The majority of these recommendations come from the California Department of Public Health and CDC guidelines. This playbook provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus's spread. Individuals' temperature standards as used in this report will be in accordance with directions from the California Department of Public Health and CDC.

It is also important that businesses take responsibility to ensure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15-day supply at all times.

## EMPLOYEE & CUSTOMER PROTECTION



- Employees should wear PPE when possible.
- Customers should use face coverings while in public.



- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store will be required to maintain a social distance of at least six feet between each other. Sales registers must be at least six feet apart.
- When possible, open all non-essential doors to reduce the need for direct contact.
- Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms should not be allowed to work.
- A sign will be posted on the store that individuals who have a fever, cough, or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose, and mouth. Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the California Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer.



- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

# KEEPING THE WORKPLACE SAFE

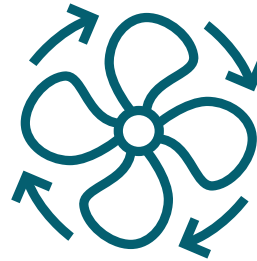
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PRACTICE GOOD  
HYGIENE



STOP HANDSHAKING &  
AVOID TOUCHING FACE



INCREASE  
VENTILATION



USE  
VIDEOCONFERENCING



ADJUST/POSTPONE  
LARGE GATHERINGS



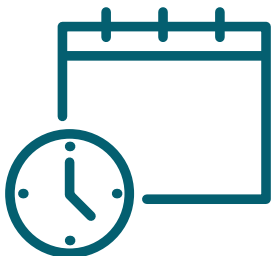
LIMIT BUSINESS  
TRAVEL



LIMIT FOOD  
SHARING



STAY HOME IF YOU OR  
A FAMILY MEMBER  
IS SICK



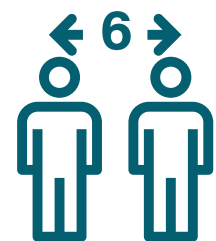
USE BOOKING SYSTEM  
TO STAGGER  
CUSTOMERS



LIMIT CASH  
HANDLING



USE ONLINE  
TRANSACTIONS



PRACTICE SOCIAL  
DISTANCING



HOLD MEETINGS IN  
OPEN SPACES



REMIND STAFF OF  
HAND WASHING



SANITIZE HIGH  
TRAFFIC AREAS



COMMUNICATE  
COVID-19 PLAN WITH  
STAFF

# COMMUNICATING WITH YOUR TEAM

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Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.



Provide education and training materials in an easy-to-understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.



Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.



Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.



Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.



Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.



Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by the local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.



The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, stretching, meditation and other healthy activities for your team. If employees ask for help regarding their mental health, ask them to reach out to a health care provider and/or call:

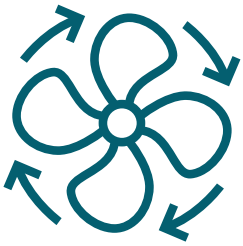
Tulare County Warm Line	1-877-306-2413
Mental Health Crisis Line	1-800-320-1616
Tulare County 24-Hour Crisis Line	1-800-320-1616
Non-Crisis Information	(559) 624-7471

# PREPARING YOUR SPACE

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.



Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers, and other electronics.



Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.



Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

**YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE RETURNING TO WORK (OTHER THAN THOSE ASSISTING WITH THE DISINFECTION PROCESS).**

## DEEP CLEANING

COVID-19 “deep-cleaning” is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

- Trained personnel to execute the process of cleaning, disinfection, and disposal of hazardous waste
- Proper equipment and PPE to perform the task
- All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
- Use of approved COVID-19 disinfectant chemicals to perform this activity

A list of approved chemicals and guidelines can be found at [cdc.gov/coronavirus/2019](https://www.cdc.gov/coronavirus/2019)

# CLEANING + DISINFECTING AFTER OPENING

## CLEAN



Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High-touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

## DISINFECT



**We recommend use of EPA-registered household disinfectant.** Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use

**Water-diluted household bleach solutions may also be used if appropriate for the surface.**

- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening, may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute.

**Alcohol solutions with at least 70% alcohol may also be used.**

## SOFT SURFACES



**For soft surfaces such as carpeted floors, rugs, upholstery, and drapes:**

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.

## ELECTRONICS



**For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:**

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting.
- If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

## LAUNDRY



**For clothing, towels, linens, and other items:**

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.

[cdc.gov/coronavirus/2019/community/disinfecting-building-facility](https://www.cdc.gov/coronavirus/2019/community/disinfecting-building-facility)

# PERSONAL PROTECTION EQUIPMENT

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Businesses should keep a minimum quantity of 15-day supply of PPE. PPE can include masks, face shields, and gloves.

## WHO SHOULD WEAR MASKS?

Medical and isolation team members  
Health screeners (i.e., a supervisor who takes employees' temperature)  
Disinfection team members  
Those with broad exposure to customers or employees

## WHO SHOULD WEAR FACE SHIELDS?

Face shields are commonly used in health care and manufacturing. They can provide extra protection for those who must work within three feet of another person due to their job requirements. They are not necessary unless you work in health care/manufacturing, but they can help.

## WHO SHOULD WEAR GLOVES?

Those performing disinfection of common surfaces  
Employees handling trash  
Employees handling food

**Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:**

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves, when in reality they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, our employees are exposed to greater risk.

**REMEMBER: PPE IS ONLY EFFECTIVE IF IT IS WORN CORRECTLY. TRAIN YOUR EMPLOYEES IN CORRECT PPE USAGE. REFER TO THE CDC GUIDELINES.**

# STAY PREPARED

- Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels, and tissues.
- Confirm stock of PPE.
- Have touchless thermometers on site for employee screening.
- Businesses should keep a minimum quantity of a 30-day supply of disinfectant supplies.

## MAKE YOUR OWN MASK

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

### Sewn Cloth Face Covering

Materials:

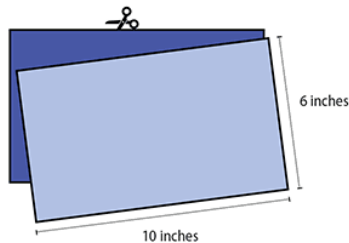
Two 10"x6" rectangles of cotton fabric

Two 6" pieces of elastic (or rubber bands, string, cloth strips, or hair ties)

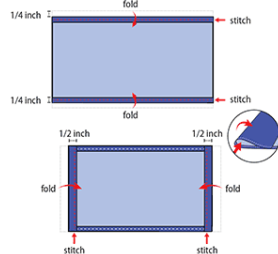
Needle and thread (or bobby pin)

Scissors

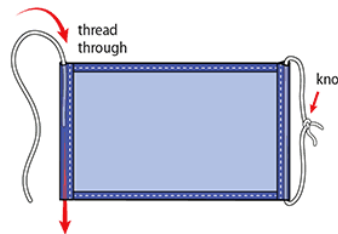
Sewing machine



1. Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.

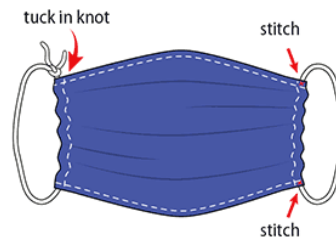


2. Fold over the long sides  $\frac{1}{4}$  inch and hem. Then fold the double layer of fabric over  $\frac{1}{2}$  inch along the short sides and stitch down.



3. Run a 6-inch length of  $\frac{1}{8}$ -inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight.

Don't have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the mask behind your head.



4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

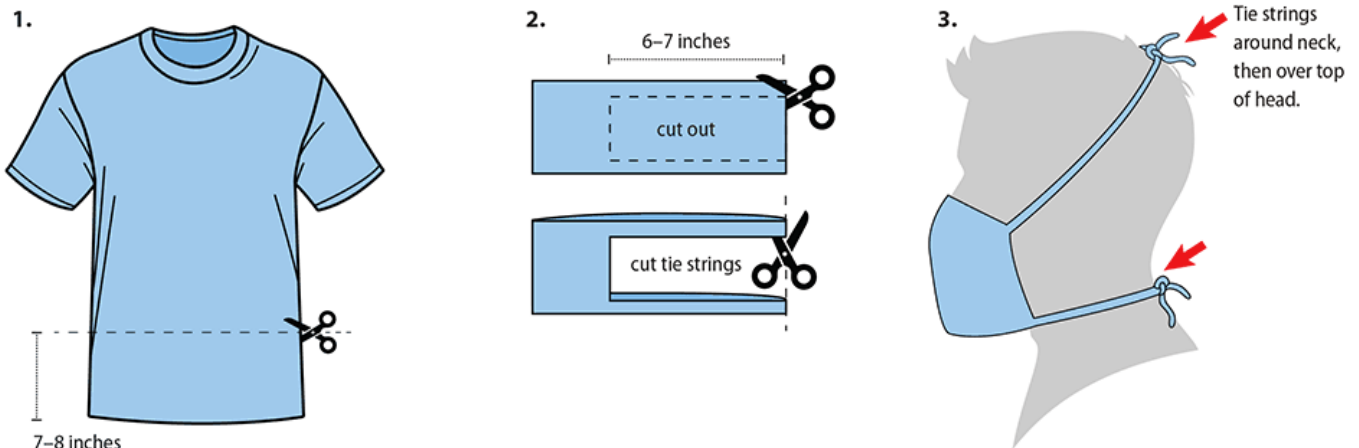


## Quick Cut T-shirt Face Covering (no sew method)

Materials:

T-shirt

Scissors



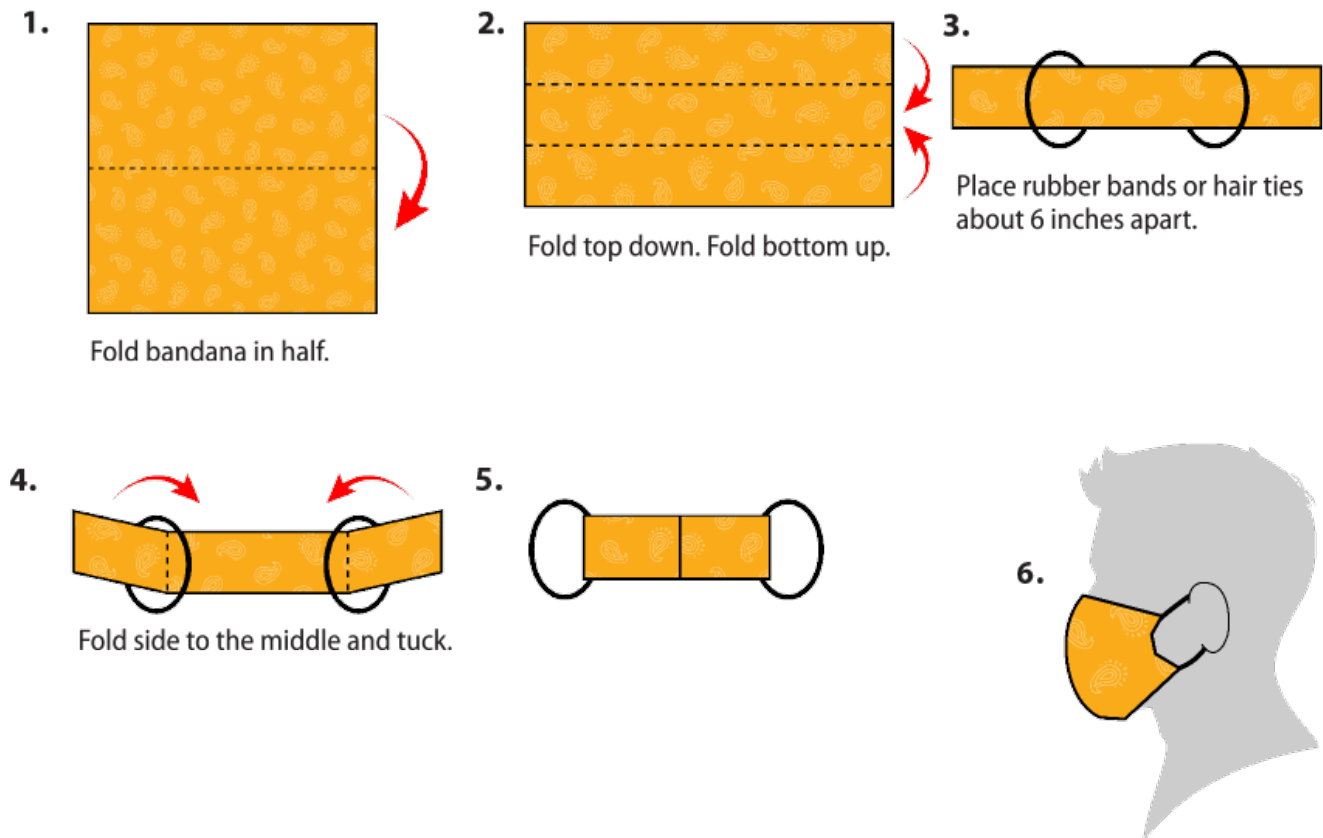
## Bandana Face Covering (no sew method)

Materials:

Bandana (or square cotton cloth approximately 20"x20")

Rubber bands (or hair ties)

Scissors (if you are cutting your own cloth)



Tutorials courtesy of CDC. For more information, visit [www.cdc.gov/coronavirus/](https://www.cdc.gov/coronavirus/).

# HOW LONG COVID-19 LIVES ON SURFACES

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## ALUMINUM

Examples: soda cans, tinfoil

**2–8 hours**

## CARDBOARD

Examples: shipping boxes

**24 hours**

## CERAMICS

Examples: dishes, pottery, mugs

**5 days**

## PAPER

Examples: magazines, mail, money

**Minutes–5 days**

## COPPER

Examples: pennies, teakettles, cookware

**4 hours**

## METAL

Examples: doorknobs, jewelry, tools

**5 days**

## PLASTICS

Examples: bottles, buttons

**2–3 days**

## GLASS

Examples: glasses, measuring cups, mirrors, windows

**5 days**

## STAINLESS STEEL

Examples: refrigerators, pots, pans, sinks

**2–3 days**

## WOOD

Examples: furniture, decking

**4 days**

### Food

Coronavirus doesn't seem to spread through exposure to food. Still, it's a good idea to wash fruits and vegetables under running water before you eat them. Scrub them with a brush or your hands to remove any germs that might be on their surface. Wash your hands after you visit the supermarket. If you have a weakened immune system, you may consider buying frozen or canned produce.

### Water

Coronavirus hasn't been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

**TO REDUCE YOUR CHANCE OF CATCHING OR SPREADING CORONAVIRUS,  
CLEAN AND DISINFECT ALL SURFACES AND OBJECTS IN YOUR  
HOME AND OFFICE EVERY DAY.**

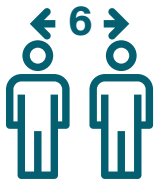
# FIVE ESSENTIAL ACTIONS FOR INDIVIDUALS

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The following Five Essential Actions are recommended to help reduce the spread of COVID-19 and safely maintain the county's reopening efforts. It is important that community members continue to implement these actions through every phase of the reopening plan to prevent the spread of COVID-19.

## 1. Social Distancing

Physical distancing (also called social distancing) means keeping space between yourself and other people who do not live with you. To practice physical distancing:



- Stay at least 6 feet from people who are not part of your household
- Avoid hand shaking or high fives
- Avoid social and family gatherings larger than the size indicated in each Phase.
- Avoid crowded spaces and mass gatherings as indicated by the Phase.

## 2. Cloth Face Coverings



When outside the home, the wearing of a cloth face coverings (masks) by individuals is strongly encouraged and at times required. Cloth face coverings are intended to trap droplets leaving the wearer's mouth and nose. This reduces the risk of spreading COVID-19 if someone is asymptomatic or if pre-symptomatic, which means they don't look or feel sick but can still pass COVID-19 on to others.

Wearing a cloth face covering protects your neighbors. When your neighbor wears a cloth face covering they are protecting you. Cloth face coverings also help to remind you not to touch your face with unwashed hands. The CDC has guidance on how to make, wear, and care for a cloth face covering. When not wearing a cloth face covering (at home or when eating, for example), it is important to cough or sneeze into your elbow or a tissue and not your hand.

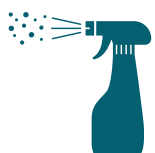
## 3. Hand Washing



Washing your hands with soap and water for 20 seconds helps to removed the virus from your hands if you come in contact with the virus. If soap and water is not available and your hands are not visibly soiled, hand sanitizer that contains at least 60% alcohol can be used.

Remember to wash your hands after you have been in a public place or touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc. The CDC website has more information on when and how to wash your hands.

## 4. Disinfecting Surfaces



Regularly disinfecting surfaces with soap and water or EPA-registered household disinfectants (including bleach and cleaners containing at least 70% alcohol) helps to prevent transmission from droplets that may have settled on surfaces or have transferred to commonly used surfaces through touch, such as door handles and light switches.

## 5. Stay Home if Sick or You are Instructed to Isolate/Quarantine by a Medical or Public Health Professional



If you are sick or have been instructed to stay home by a medical professional, stay home. The strategies listed above rely on people staying home when they know they feel sick or have been told to self-isolate/quarantine. If you feel sick and are concerned, contact your doctor's office to determine if you need to be seen. If possible, ask others to deliver needed supplies instead of going to the store. If you live with others, follow CDC guidance for caring for someone who is sick at home.

### High-Risk Individuals

Higher-risk individuals include those **over the age of 65** and those with **serious underlying health conditions**, such as high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised.

Throughout all stages, higher-risk individuals are strongly encouraged to follow the guidance specifically for them. Residents who are 65+ and individuals with underlying conditions should stay home and wear face covering when unable to continuously maintain 6-foot social distancing when in public.

# WHAT SHOULD I DO IF AN EMPLOYEE IS SUSPECTED OR CONFIRMED TO HAVE COVID-19

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In most cases, you do not need to shut down your facility. But do close off any areas used for prolonged periods of time by the sick person:

- Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
- During this waiting period, open outside doors and windows to increase air circulation in these areas.

Follow the CDC cleaning and disinfection recommendations:

- Clean dirty surfaces with soap and water before disinfecting them.
- To disinfect surfaces, use products that meet EPA criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are appropriate for the surface.
- Always wear gloves and gowns appropriate for the chemicals being used when you are cleaning and disinfecting.
- You may need to wear additional personal protective equipment (PPE) depending on the setting and disinfectant product you are using.

In addition to cleaning and disinfecting, employers should determine which employees may have been exposed to the virus and need to take additional precautions:

- Most workplaces should follow the Public Health Recommendations for Community-Related Exposure.
- Critical infrastructure workplaces should follow the guidance Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19.

Sick employees should follow CDC-recommended steps. Employees should not return to work until they have met the criteria to discontinue home isolation and have consulted with a healthcare provider and state or local health department.

If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).

**PLEASE CONTACT TULARE COUNTY  
PUBLIC HEALTH DEPARTMENT FOR ADDITIONAL GUIDANCE**

# WHAT TO EXPECT WHEN EMPLOYEES ARE QUARANTINED/ISOLATED

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**Isolation Letter:** The Tulare County Public Health Department will notify confirmed cases directly, discuss isolation requirements and send a packet. The packet includes an isolation letter, materials on the precautions individuals must take, a symptom monitoring schedule, and instructions on following up with the health care provider, if their symptoms worsen.

**Will the employer be notified of positive test result?** PH will release positive test results based on an effort to protect the community. Employers are notified in an effort to prevent the spread of Covid 19 at their facility. All close contacts to a positive case must quarantine to prevent the spread of Covid 19 at their facility. The employer is notified and the risk assessment process is initiated by a business liaison.

**Will the employer be notified of negative test result?** Negative test results do not meet criteria as a threat to public safety, so generally we do not release that information. The prescribing physician is provided negative test results and has a private conversation with their patient. Employers can obtain a release of information from their employee to obtain test results (positive/negative).

**What if my employee has a negative test result, can they work?** If an individual has come into contact with a confirmed positive case and tested negative, the individual must still quarantine.

## **Clearance Letter, When can my employee return to work?**

- For a confirmed positive case, the employee is expected to isolate. You can expect to have your employee return to work under the following conditions:
  1. At least 10 days have passed since symptoms first appeared,
  2. No fever (temperature above 100.4 F) for 3 full days, without the use of fever reducing medicine, and
  3. Other symptoms have improved.
- For a contact to a confirmed positive case, the employee is expected to quarantine. You can expect to have your employee return to work under when the individual meets the following criteria:
  1. At least 14 days have passed since exposure date,
  2. No fever (temperature above 100.4 F) for 3 full days, without the use of fever reducing medicine, and
  3. Other symptoms have improved.

Please note: There may be other factors that may extend an employees return. PH will issue a clearance letter

**Will PH notify the employer that the employee can work?** The Public Health Department will release the patient from isolation and issue a letter which indicates that the individual may resume regular activities to the individual.

The employee can share this information to their employer directly. If the employer would like to receive information, they need to obtain a release of information form prior to releasing Public Health Information.

**Is retesting necessary?** At this time, the Public Health Department is using time and symptom based procedures to provide clearance. Testing kits are limited and encourage testing to identify new individuals that may be medically vulnerable and provide services to medically vulnerable populations. PH is not encouraging re-testing patients after the isolation period, as long as the individual has met the clearance criteria.

In addition, the Centers for Disease Control (CDC) is not recommending re-testing due to the prolonged detection of the virus without viability of further infection. The employer may request additional criteria be met prior to an individual returning to work.

**What if the employer wants the employees tested?** Individuals needing to be tested can be referred to their primary care provider and other commercial testing sites.

# RESOURCES FOR BUSINESS

## STATEWIDE RESOURCES

California is providing broad assistance to small businesses and employers impacted by COVID-19. This includes:

- Small business interest-free deferral of sales/use tax up to \$50,000 for businesses with less than \$5 million in taxable sales.
- Federal small business stimulus programs:
  - Economic Injury Disaster Loan Advance
  - Paycheck Protection Program
  - Small Business Debt Relief
- 90-day extension on all businesses filing a return for less than \$1 million in taxes
- Small Business Disaster Relief Loan Guarantee Program (via IBank) \$50 million in state funding, providing potential capital for individuals who do not qualify for federal funds.

For more information visit the California COVID-19 Response website.

## CALIFORNIA “GO-BIZ” RESOURCES

The Governors Office of Business and Economic Development (GO-Biz) has compiled helpful information for employers, employees, and all Californians as it relates to the Coronavirus (COVID-19) pandemic. Californians can access the California GO-Biz Coronavirus Resources page for newsletters, program instruction videos, weekly webinars, latest updates, and more information related to business and economic development.

## NATIONWIDE RESOURCES

### Small Business Administration (SBA)

The U.S. Small Business Administration (SBA) has a variety of relief options and additional resources for business owners to help overcome challenges created by this health crisis. SBA is offering multiple funding options for those seeking relief made possible by the CARES Act, which contains relief funding for American workers and small businesses.

Visit the SBA website for funding options and more information.

### U.S. Chamber of Commerce

The U.S. Chamber of Commerce is marshalling its full resources to assist companies and businesses to continue to operate and keep paychecks flowing to American workers. The Chamber of Commerce has created an array of resources and guidance for business owners. Visit the U.S. Chamber of Commerce website for information regarding Emergency Loan programs, Economic Injury Disaster Load Programs, and other relief programs for businesses and independent contractors.

<https://covid19.tularecounty.ca.gov/business-and-financial-resources/>



### AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires some contact with customers.

### EMPLOYEE & CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity.
- Make hand-washing stations more readily available and encourage their use.



- Smaller farms can participate in socially-distant farmers markets to safely provide products for customers.
- Use social distancing when preparing products for delivery/making deliveries.
- Social distancing should be used at the farm for employees, too.
- Stagger break and lunch times.
- Limit crew size by staggering work shifts or increasing the number of work shifts.
- Provide additional seating and shade to allow employees to take breaks while distancing.
- Clean and disinfect commonly touched surfaces and objects throughout the work day.

## MORE AGRICULTURE RESOURCES

California Farm Bureau Federation:  
<https://www.cfbf.com>

CAL OSHA - Infection Prevention for Agriculture Employers & Employees

# ANIMAL SERVICES

STAGE 2

This includes animal shelters.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires some contact with customers.

## EMPLOYEE & CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity.
- If a customer or employee is sick, he or she will be sent home or to a health care facility.
- Business may require patrons to wear masks.



- Animal shelters should use virtual tours when possible and limit visits to appointment only. Only one customer should visit at a time.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

## MORE ANIMAL SERVICES RESOURCES

Tulare County Animal Services:  
[www.tcanimalservices.org](http://www.tcanimalservices.org)

### AVERAGE LEVEL OF CUSTOMER INTERACTION



Some work requires direct physical contact with customer.

### EMPLOYEE & CUSTOMER PROTECTION



- Pharmacy personnel will wear protective face masks and gloves as appropriate.
- If an employee is sick, he or she will be sent home or to a health care facility.
- Utilize plastic shields/screens at check-out and other counters.
- Business may require patrons to wear masks.



- Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.
- Drive-through and curbside service should be used for prescription pick-up.
- Deliver pharmacy items to patients' homes where possible.
- Utilize plastic shields/screens at check-out and other counters.
- Widen check-out counters for social distancing.
- Strategies to limit direct contact with customers include:
  - Packaged medication can be placed on a counter for the patient to retrieve.
  - Avoid handling insurance or benefit cards.
  - Avoid touching objects that have been handled by patients.
- Add markings and signs where appropriate to encourage social distancing.



- Provide hand sanitizer on counters for use by customers and have sufficient and easy access to soap and water or hand sanitizer for staff.
- Increase cleaning measures and supplies for the pharmacy area.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Close self-serve blood pressure units.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.
- Promote the use of self-serve checkout registers and clean them frequently. Provide hand sanitizer and disinfectant wipes at register locations.

## MORE PHARMACY RESOURCES

California Pharmacists Association:  
<https://cpha.com>

This section covers real estate agents.

### AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires close contact with customer.

### AGENT + CLIENT PROTECTION



- Clients and agents should wear masks and gloves for showings, closings, and other face-to-face interactions.
- Clients and agents should wear shoe covers when entering a home.
- Business may require patrons to wear masks.



- Encourage virtual tours and open houses.
- Use digital notary seal and remote signings.
- Use electronic closing on home loans.
- Limit number of people in office at one time.
- Only the decision maker(s) should attend showings. No children should attend. Sick individuals should not attend showings.



- Provide sanitizing station in home, including soap, paper towels, garbage can, and hand sanitizer.
- Only realtor or sellers turn lights on, open doors, cabinets, closets, etc.
- To minimize germ spread, clients may not open cabinets.
- Sanitize the home prior to and following showings.

## MORE REAL ESTATE RESOURCES

California Association of Realtors:  
<https://www.car.org>

# CONSTRUCTION

## STAGE 2

This includes residential, commercial, and industrial construction.

### AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires face-to-face interactions and some work in close quarters.

### EMPLOYEE & CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity.
- Field fever tests should be administered before employees are allowed to enter an active construction site.
- Business may require patrons to wear masks.



- All equipment, materials, and tools will be sanitized at the beginning of the workday and upon delivery by a third party.
- Provide required hand-washing stations.

## MORE CONSTRUCTION RESOURCES

Associated General Contractors of California:  
<https://www.agc-ca.org>

# FOOD SERVICE | COFFEE SHOPS

## STAGE 2

This section includes restaurants, bars, coffee shops, and catering companies.

### AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires some contact with customer.

### EMPLOYEE & CUSTOMER PROTECTION



- Employees should wear masks, and the CDC and FDA recommend masks/face coverings for all employees.
- Gloves are already part of the supplies restaurants use on a daily basis. There should be no additional need for other supplies outside the normal course of business.
- Business may require patrons to wear masks.



- Bathrooms should be sanitized frequently.
- High customer contact areas (e.g., door entrances) should be cleaned every two hours.
- Menus, if laminated, should be cleaned after each usage, or paper menus shall be designed for single use.
- Condiments are not to be left on tables. Provide by request and sanitize after usage, or disposable packets should be used.



- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based handsanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.



- Never touch Ready-to-Eat foods with bare hands.
- Use single-service gloves, deli tissue, or suitable utensils.
- Wrap food containers to prevent cross-contamination.
- Follow 4 steps to food safety: Clean, Separate, Cook, and Chill.



- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- A sign should be posted on the store that individuals who have a fever, cough, or any sign of sickness should not enter.

### SIGNS AND MESSAGES

- Post signs in highly visible locations (e.g., at entrances, in restrooms) that promote everyday protective measures and stop the spread of germs such as by properly washing hands, properly wearing a cloth face covering and do not enter the facility if you are sick or have any of the identified symptoms
- Find free CDC print and digital resources at the bars and restaurant page, as well as on CDC's communications resources main page.

### MODIFIED LAYOUTS AND PROCEDURES

- Consider changing restaurant layouts to ensure that all customer parties remain at least 6 feet apart (e.g., marking tables/stools that are not for use).
- Limit seating capacity to allow for social distancing.

Discourage crowded waiting areas by using phone app, text technology, or signs to alert patrons when their table is ready. Avoid using "buzzers" or other shared objects.

### AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires some contact with other employees.

### EMPLOYEE & CUSTOMER PROTECTION



- Establish an adequate supply of PPE. This includes:
  - Disposable surgical masks (1 per employee/day).
  - Nitrile gloves (2 pairs per employee/day).
  - Glasses/face shields (1 per employee).
- Business may require patrons to wear masks.



- Establish a social distancing strategy based on the layout and workflow of the facility, including break areas.
- Arrange staggered "day-of-return" meetings to discuss mitigation strategy.
- Limit face-to-face interaction with customers.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.



- Establish on-site health screening strategy.
- Establish on-site screening checkpoints upon entrance to facility.
- Establish isolation protocols in case an employee contracts COVID-19 and contaminates the facility.



- Establish an adequate supply of preventive material inventory (soap, sanitizer, thermometers, etc.).
- Establish a disinfection team to clean/disinfect entire facility and create a recurring disinfection schedule.
- Establish an inbound parts/materials/packages disinfection strategy.
- Expedited shipments (transit time less than 48 hours) should be handled utilizing PPE and personal sanitization practices.
- Expedited shipment may be sanitized (only by appropriately trained personnel) with a 10% bleach solution or a hospital-grade disinfectant.
- When possible, allow incoming materials to remain untouched for 48 hours after receipt.



- Establish an internal pandemic response team that will design and implement a "return-to-work" plan.
- Assign a COVID-19 protocol coordinator and training strategy.

## MORE MANUFACTURING RESOURCES

Automotive Service Councils of California:

<https://www.ascca.com>



# FINANCIAL SERVICES

STAGE 2

This includes banks, credit unions, and financial planners.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires some contact with customers and cash handling.

## EMPLOYEE & CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.
- Business may require patrons to wear masks.



- Limit the number of individuals inside the lobby/public areas in banks/credit unions capacity per square feet.
- Encourage drive-through use.
- Encourage virtual meetings regarding loans, financial planning, etc.



- Additional hand sanitizing stations will be available to patrons and employees.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Point-of-sale equipment will be frequently cleaned and sanitized.
- Protective screens may be installed at the discretion of each institution.
- Teller windows must be at least 6 feet apart.
- Pens should be sanitized after use.

## MORE FINANCIAL SERVICES RESOURCES

Financial Planning Association:  
<https://www.onefpa.org/>

California Bankers Association:  
<https://www.calbankers.com>

# OFFICES/PROFESSIONAL SERVICES

STAGE 2

Examples include law firms, accounting firms, and other essential offices.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires some contact with others.

## EMPLOYEE & CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers/clients who are sick will not be permitted in the building.
- Business may require patrons to wear masks.



- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social distancing.
- Encourage clients/customers to connect via phone call or video conference.



- Hand sanitizing stations will be available to customers and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Do not use another employee's phone, keyboard, computer, etc.
- Sanitize keyboards, screens, phones, etc., daily.



- Point-of-sale equipment (if applicable) will be frequently cleaned and sanitized.
- Limit cash handling. Encourage use of credit/debit cards, Venmo, PayPal, etc.
- Pens should be sanitized after use by client/customer.

## MORE OFFICE RESOURCES

California Certified Public Accountants:  
<https://www.calcpa.org>

California Association of Non-profits:  
<https://calnonprofits.org>

# RETAIL: GROCERIES | GAS STATIONS

## STAGE 2

This section includes grocery stores, liquor stores, food retailers, gas stations, and convenience stores.

### AVERAGE LEVEL OF CUSTOMER INTERACTION



Requires close interaction between staff and customers but not direct physical contact.

### EMPLOYEE & CUSTOMER PROTECTION



- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear face masks. Gloves should only be worn to handle food.
- Customers will be encouraged to wear face masks in order prevent spreading of the virus.
- Business may require patrons to wear masks.



- All persons in the store should practice sensible social distancing of at least 6 feet from another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.
- Encourage guests to make shopping lists to decrease time in the store.



- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day. Employees may be allowed to wear face masks or gloves.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles.
- Sanitization of incoming stock and merchandise is recommended.
- Sanitize bathrooms often and limit bathroom occupancy.
- Sanitize shopping carts and baskets often. Encourage customers to wipe down carts before use.



- Point-of-sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- Add clear shields to point of transaction to aid in distancing.
- Sales registers must be at least 6 feet apart.
- Salesperson will encourage customers either to insert payment card or to provide their own pen or sanitize store's pen, before and after use to sign the receipt. Receipt should be left on counter.
- Encourage curbside pick-up options or consider offering these services.
- At gas stations, sanitize pumps and encourage patrons to use a secondary barrier when pumping gas (glove or paper towel).



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the California Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer.

# CHILDCARE FACILITIES

## STAGE 2

This section includes family child care programs, also known as home-based child care, Pre-K (Pre-kindergarten) programs at private and public schools, and Head Start and Early Head Start programs.

### AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires direct physical contact with children.

### EMPLOYEE & CHILD PROTECTION



- When feasible, staff members and older children should wear face coverings within the facility. Cloth face coverings should NOT be put on babies and children under age two because of the danger of suffocation.
- Business may require patrons to wear masks.



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Persons who have a fever of 100.4°F (38.0°C) or above or other signs of illness should not be admitted to the facility. Encourage parents to be on the alert for signs of illness in their children and to keep them home when they are sick. Screen children upon arrival, if possible.
- Encourage workers to report any safety and health concerns to the employer.



- Facilities should develop a schedule for cleaning and disinfecting.
- Routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include cleaning objects/surfaces not ordinarily cleaned daily, such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Use the cleaners typically used at your facility.
- Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective.
- If possible, provide EPA-registered disposable wipes to child care providers and other staff members so that commonly used surfaces such as keyboards, desks, and remote controls can be wiped down before use.
- All cleaning materials should be kept secure and out of reach of children.
- Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.
- Toys that cannot be cleaned and sanitized should not be used.
- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.
- Do not share toys with other groups of infants or toddlers unless the toys are washed and sanitized before being moved from one group to the other.
- Bedding that touches a child's skin should be cleaned weekly or before use by another child.



- Consider staggering arrival and drop-off times and plan to limit direct contact with parents as much as possible.
- Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children, because they are more at risk for severe illness from COVID-19.
- Hand hygiene stations should be set up at the entrance of the facility so that children can clean their hands before they enter.



- If possible, child care classes should include the same group each day, and the same child care providers should remain with the same group each day.
- Cancel or postpone special events such as festivals, holiday events, and special performances.
- Limit the mixing of children, staggering playground times and keeping groups separate for special activities such as art, music, and exercising.
- If possible, at nap time, ensure that children's nap time mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for viral spread.
- If possible, arrange for administrative staff to telework from their homes.
- Classes should be limited to 11 children per room, as per CDC recommendations.



- It is important to comfort crying, sad, and/or anxious infants and toddlers, and they often need to be held. To the extent possible, when washing, feeding, or holding very young children: Child care providers can protect themselves by wearing an over-large, button-down, long-sleeved shirt and by wearing long hair up off the collar in a ponytail or other updo.
- Child care providers should wash their hands, neck, and anywhere touched by a child's secretions.
- Child care providers should change the child's clothes if secretions are on the child's clothes. They should change the button-down shirt if there are secretions on it and wash their hands again.
- Contaminated clothes should be placed in a plastic bag or washed in a washing machine.
- Child care providers should wash their hands before and after handling infant bottles prepared at home or prepared in the facility. Bottles, bottle caps, nipples, and other equipment used for bottle-feeding should be thoroughly cleaned after each use by washing in a dishwasher or by washing with a bottlebrush, soap, and water.



- If a cafeteria or group dining room is typically used, serve meals in classrooms instead. If meals are typically served family-style, plate each child's meal to serve it so that multiple children are not using the same serving utensils.
- Food preparation should not be done by the same staff who diaper children.
- Sinks used for food preparation should not be used for any other purposes.
- Caregivers should ensure children wash hands prior to and immediately after eating.
- Caregivers should wash their hands before preparing food and after helping children to eat.



- When diapering a child, wash your hands and wash the child's hands before you begin, and wear gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing areas. Steps include:
  - Prepare (includes putting on gloves)
  - Clean the child
  - Remove trash (soiled diaper and wipes)
  - Replace diaper
  - Wash child's hands
  - Clean up diapering station
  - Wash hands
- After diapering, wash your hands (even if you were wearing gloves) and disinfect the diapering area with a fragrance-free bleach that is EPA-registered as a sanitizing or disinfecting solution. If other products are used for sanitizing or disinfecting, they should also be fragrance-free and EPA-registered. If the surface is dirty, it should be cleaned with detergent or soap and water prior to disinfection.

## CHILD HEALTH SCREENING OPTIONS

### OPTION 1: RELIANCE ON SOCIAL DISTANCING

Ask parents/guardians to take their child's temperature either before coming to the facility or upon arrival at the facility.

Upon their arrival, stand at least 6 feet away from the parent/guardian and child. Ask the parent/guardian to confirm that the child does not have fever, shortness of breath, or cough.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.

You do not need to wear personal protective equipment (PPE) if you can maintain a distance of 6 feet.

### OPTION 2: RELIANCE ON BARRIER/PARTITION CONTROLS

Stand behind a physical barrier, such as a glass or plastic window or partition that can serve to protect the staff member's face and mucous membranes from respiratory droplets that may be produced if the child being screened sneezes, coughs, or talks.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.

- Conduct temperature screening (follow steps below)
- Perform hand hygiene

Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child's temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check.

If you use disposable or non-contact (temporal) thermometers and you did not have physical contact with the child, you do not need to change gloves before the next check. If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

### OPTION 3: RELIANCE ON PERSONAL PROTECTIVE EQUIPMENT

If social distancing or barrier/partition controls cannot be implemented during screening, personal protective equipment (PPE) can be used when within 6 feet of a child. However, reliance on PPE alone is a less effective control and more difficult to implement, given PPE shortages and training requirements.

Upon arrival, wash your hands and put on a face mask, eye protection (goggles or disposable face shield that fully covers the front and sides of the face), and a single pair of disposable gloves. A gown could be considered if extensive contact with a child is anticipated.

Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child's temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness, and confirm that the child is not experiencing coughing or shortness of breath.

## OPTION 3: CONTINUED

Take the child's temperature. If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check. If you use disposable or non-contact (temporal) thermometers and did not have physical contact with an individual, you do not need to change gloves before the next check.

If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

After each screening, remove and discard PPE, and wash hands. Use an alcohol-based hand sanitizer that contains at least 60% alcohol or wash hands with soap and water for at least 20 seconds. If hands are visibly soiled, soap and water should be used before using alcohol-based hand sanitizer.

If your staff does not have experience in using PPE, check to see if your facility has guidance on PPE. The procedure to take on and off PPE should be tailored to the specific type of PPE that you have available at your facility. You can also review PPE use in this booklet.

## MORE CHILD CARE CENTER RESOURCES

CDC:

<https://www.cdc.gov>

California Department of Social Services:

<https://cdss.ca.gov/inforesources/childcare-licensing>

This document provides guidance for businesses operating in the logistics/warehousing industry to support a safe, clean environment for employees.

### WORKSITE SPECIFIC PLAN



- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Business may require patrons to wear masks.

### CLEANING AND DISINFECTING PROTOCOLS



- Perform thorough cleaning on high traffic areas such as break rooms, lunch areas, and changing areas, and areas of ingress and egress including stairways and stairwells, handrails, elevator controls. Frequently disinfect commonly used surfaces, including tables, amenities, doorknobs, toilets, and handwashing facilities.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, machinery, tools, equipment, shelves, storage rooms, handles, latches and locks, and controls on stationary and mobile equipment.

### PHYSICAL DISTANCING GUIDELINES



- Implement measures to ensure physical distancing of at least six feet between workers, including transportation personnel. These can include use of physical partitions or visual cues such as floor markings, colored tape, or signs to indicate to where workers should stand.



Provides guidance for retailers to support a safe and clean work environment for workers.

### WORKSITE SPECIFIC PLAN



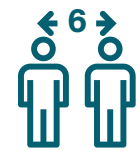
- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Business may require patrons to wear masks.

### CLEANING AND DISINFECTING PROTOCOLS



- Perform thorough cleaning in high traffic areas, such as break rooms, lunch areas and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces, including shopping carts, baskets, conveyor belts, registers (including self-checkout), scanners, register telephones, hand-held devices, counters, door handles, shelving, ATM PIN pads, customer assistance call buttons, handwashing facilities, etc.
- Clean and sanitize shared equipment, including but not limited to, pallet jacks, ladders, supply carts, time clocks, payment portals, and styluses between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, and stationary and mobile equipment controls.

### PHYSICAL DISTANCING GUIDELINES



- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.

# OUTDOOR MUSEUMS, OPEN AIR GALLERIES AND OTHER PUBLIC SPACES (PARKS , TRAILS, GOLF COURSES AND LAKES)

STAGE 2

## CLEANING AND DISINFECTING PROTOCOLS



- Frequently disinfect commonly touched surfaces such as grab bars, railings, placards, light switches, door handles, etc.
- Clean outdoor surfaces made of plastic or metal. Do not spray disinfectant on playgrounds, wooden surfaces, or sidewalks, as recommended by the CDC.
- Perform thorough cleaning of any indoor work areas that employees must use or occupy in order to maintain operations of outdoor exhibits. This should include high traffic areas and shared workspaces (offices, meeting rooms, break rooms, etc.), and areas of ingress and egress (handrails, stairways, elevator controls, etc.)

## PHYSICAL DISTANCING GUIDELINES

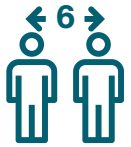


- Designate separate routes for entry and exit into outdoor exhibits, galleries, and indoor employee workspaces to help maintain physical distancing and lessen the instances of people closely passing each other, if possible. Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and guests from passing by one another.
- Display signage at entrances, waiting areas, and throughout outdoor gallery and museum spaces to remind people of physical distancing and face coverings usage at every opportunity. Dedicate staff to direct guests at high traffic and bottleneck areas to avoid congregating.

# SELECT SERVICES: CAR WASHES, PET GROOMING AND LANDSCAPE GARDENING

STAGE 2

## PHYSICAL DISTANCING



- Maintain minimum six-foot separation between staff and customers in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Business may require patrons to wear masks.

## HAND WASHING



- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.

## CLEANING & DISINFECTING



- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.

## MORE RESOURCES

California Professional Pet Groomers Association:  
[cppga.wildapricot.org/groomingprotocols-during-covid-19](http://cppga.wildapricot.org/groomingprotocols-during-covid-19)

# WAXING SALONS | TATTOO FACILITIES | MASSAGE THERAPY

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires direct physical contact with customer.

## EMPLOYEE & CUSTOMER PROTECTION



- Use all disposable materials and supplies according to California Department of Public Health rules.
- All employees should wear face masks and gloves. One face mask can be used per day. Gloves should be disposed of and changed after each client.
- Employees should wear a disposable lab coat or protective gown.



- Services should be provided by appointment only; no walk-in customers.
- No one should be allowed to wait in the business; customers should wait in their vehicles until the service provider is ready.
- Add the following questions to your consent form: Have you been exposed to COVID-19? Have you traveled recently? Have you had a fever?



- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Provide hand sanitizer/sanitization wipes to customers upon arrival.
- Employees should have temperature taken upon beginning each workday.
- Post a sign outside the front door/window that states that any customers who have a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines will be provided to customers.



- Only one person should be admitted to each service room at any time.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

## MORE CLOSE CONTACT RESOURCES

California Massage Therapy Council:

<https://www.camtc.org>

# CLOSE CONTACT SERVICES: BARBER SHOPS | HAIR SALONS

STAGE 3

This section includes barber shops and hair salons.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires direct physical contact with customer.

## EMPLOYEE + CUSTOMER PROTECTION



- Use all disposable materials and supplies according to California Department of Public Health rules.
- All employees should wear face masks and gloves. One face mask can be used per day. Gloves should be disposed of and changed after each client.



- Services should be provided by appointment only; no walk-in customers.
- No one should be allowed to wait in the business; customers should wait in their vehicles until the service provider is ready.



- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers should be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms should provide services to clients.
- Post a sign outside the front door/window that states that any customers who have a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines should be provided to customers.



- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Barber shops/salons with three or fewer employees may resume operations so long as social distancing and other measures described herein are maintained. Barber shops/salons with four or more employees must stagger the work schedules so that no more than 50% of the normal number of employees should be in the building at a time.
- Stations should be separated by at least six feet from other stations.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

## MORE CLOSE CONTACT RESOURCES

California Board of Barbering and Cosmetology:

<https://www.dca.ca.gov>

# CLOSE CONTACT SERVICES: NAIL SALONS

STAGE 3

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires direct physical contact with customer.

## EMPLOYEE & CUSTOMER PROTECTION



- Any tools designed for one-time use should be discarded after use.
- All employees should wear face masks and gloves. One face mask can be used per day. Gloves should be disposed of and changed after each client.
- No technician who has a fever or exhibits symptoms of COVID-19 should provide services to customers. The temperature of each technician should be checked before the technician meets with the first customer of the day.



- Services should be provided by appointment only; no walk-in customers.
- No one should be allowed to wait in the store; customers should wait in their vehicles until the service provider is ready.



- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers should be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms should provide services to clients.
- Post a sign at the entrance and eye-level at each workstation stating that any customers who have a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines will be provided to customers.



- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Salons with three or fewer employees may resume operations so long as social distancing and other measures described herein are maintained. Salons with four or more employees must stagger the work schedules so that no more than 50% of the normal number of employees should be in the building at a time.
- Stations should be separated by at least six feet from other stations.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

# CLOSE CONTACT SERVICES: TANNING SALONS

STAGE 3

## AVERAGE LEVEL OF CUSTOMER INTERACTION

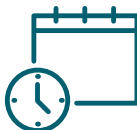


Very minimal customer interaction.

## EMPLOYEE & CUSTOMER PROTECTION



- Avoid using other employees' phones, desks, keyboards, etc., and disinfect them before and after use.
- All employees should wear face masks and gloves. One face mask can be used per day. Gloves should be disposed of and changed after each client.
- Employees who display symptoms of COVID-19 should be sent home.



- Services should be provided by appointment only; no walk-in customers.
- No one should be allowed to wait in the business; customers should wait in their vehicles until the service provider is ready.



- Retrain employees in proper hygiene practices.
- Recommend alcohol and gel-based hand sanitizers in salons for employees.
- No employees with COVID-19 symptoms should provide services to clients.
- Provide workers and customers with tissues and trash receptacles.
- Post a sign at the entrance and eye-level at each workstation stating that any customers who have a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines will be provided to customers.
- Sanitize all tanning equipment and client contact surfaces with our EPA hospital-grade disinfectant.
- Use laundry machines according to the manufacturer's instructions. Use warmest appropriate water settings and dry items completely.



- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Clearly mark six feet distances in lines at cash registers and in other high-traffic areas.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

## MORE CLOSE CONTACT RESOURCES

California Department of Public Health:

<https://www.cdph.ca.gov>

# ENTERTAINMENT VENUES: GAMING

STAGE 3

This section includes gaming facilities, such as racetracks, casinos, and bingo halls. These measures also apply to arcades.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires limited customer interaction.

## EMPLOYEE & CUSTOMER PROTECTION



- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely the touching of physical bingo cards and/or cash.
- If a customer or employee is sick, he or she should be sent home or to a health care facility.



- Limit the number of customers in the venue to better utilize best practices for social distancing based on square footage of building.
- Stagger machines (i.e., turning off every other machine in order to keep a 6-foot distance between patrons).
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at bingo card purchasing stations, wager windows or stations, and food service areas.



- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized more often.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food-service areas.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

## MORE ENTERTAINMENT RESOURCES

American Gaming Association:  
<https://www.americangaming.org/>

American Amusement Machine Association:  
<https://coin-op.org/>



# ENTERTAINMENT VENUES: BOWLING ALLEYS & OTHERS

STAGE 3

This section includes bowling alleys, axe-throwing venues, escape rooms, and other activity-based entertainment. This does not include exercise/fitness or other sports.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires limited customer interaction.

## EMPLOYEE & CUSTOMER PROTECTION



- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely handling point-of-sale interactions.
- If a customer or employee is sick, he or she should be sent home or to a health care facility.



- Limit the number of customers in the venue to better utilize best practices for social distancing based on square footage of the building.
- Stagger machines/lanes at appropriate facilities to encourage social distancing.
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Limit capacity for food-service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at food service areas or between lanes, if possible.
- Families or those who have quarantined together may play together. Groups cannot intermingle.



- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment, including bowling balls, used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food-service areas.
- Bowling shoes must be carefully handled by employees and sanitized.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

## MORE ENTERTAINMENT RESOURCES

The Bowling Proprietors' Association of America:  
<https://bpaa.com/>

### AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires limited customer interaction.

### EMPLOYEE & CUSTOMER PROTECTION



- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she should be sent home or to a health care facility.



- Limit the number of customers in the venue to better utilize best practices for social distancing by square footage of the building.
- Stagger payment areas and tables in food-service areas.
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, should be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic exhibit areas.



- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food-service areas.
- Interactive exhibits (touch and feel exhibits, play areas) may be closed or modified to help maintain best practices for health and safety.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

## MORE ENTERTAINMENT RESOURCES

American Alliance of Museums:  
<https://www.aam-us.org/>

# ENTERTAINMENT VENUES: MOVIE THEATERS

STAGE 3

This section includes movie theaters. Other theaters hosting concerts, performers, etc., can also follow these guidelines but may prefer to open when events can be filled at capacity.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires limited customer interaction.

## EMPLOYEE & CUSTOMER PROTECTION



- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she should be sent home or to a health care facility.



- Limit the number of customers in the venue to better utilize best practices for social distancing by square footage. This rule applies per movie screen, too. For example, a theater may be at 35% capacity, but if all attendees are in the same theater, social distancing isn't in order.
- Stagger payment areas and tables in food-service areas.
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food-service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet.
- Direct customers to seats that separate them from other customers by 6 feet.



- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food-service areas.
- Sanitize theater seats following each movie. If this isn't possible, install disposable material on seats and discard after each movie.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

## MORE ENTERTAINMENT RESOURCES

National Association of Theatre Owners:  
<https://www.natoonline.org/>

# EXERCISE FACILITIES

STAGE 3

This section includes gyms, fitness centers, and studios.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires limited customer interaction.

## EMPLOYEE + CUSTOMER PROTECTION



- Employees and customers should be encouraged to wear PPE where applicable. Do not use PPE if it affects breathing while exercising.
- If a customer or employee is sick, he or she should be sent home or to a health care facility.



- Some locations may require barriers to separate customers and/or employees.
- Stagger/spread equipment to maintain a distance of 6 feet between machines.
- Customers should be barred entrance once the safe social distancing capacity has been reached.



- Additional hand sanitizing stations should be available to patrons and employees.
- Employees should perform regular cleaning and encourage customer assistance with cleaning equipment after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers and employees should bring their own water or other drinks.
- No towels should be offered by the gym. Customers should bring their own towels.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.

## MORE EXERCISE RESOURCES

Association of Fitness Studios:  
<https://member.afsfitness.com/>

# FAITH BASED ORGANIZATIONS

Religious leaders should decide whether to modify specific religious rites, rituals, and services, consulting with local health officials as needed. Examples of specific preventive actions include:

- Nodding, bowing, or waving instead of shaking hands, hugging, or kissing.
- Avoiding holding hands during the service/prayers.
- Modifying the method for collecting regular financial contributions—using a stationary collection box, the mail, or electronic methods—instead of passing a collection tray.
- Considering modification of practices that are specific to particular faith traditions. For example, congregations that practice Communion could consider modifying or suspending this practice. Modifications could include:
  - ~ Ensuring that religious leaders always wash their hands or use a hand sanitizer that contains at least 60% alcohol prior to conducting the service and Communion.
  - ~ Placing the Communion elements in the recipients' hands, not on their tongues, and avoiding use of a common cup.

**Consider canceling or modifying smaller gatherings (e.g., religious education classes), where persons are likely to be in close contact.**

## IMPLEMENT MULTIPLE SOCIAL DISTANCING STRATEGIES.



Select strategies based on feasibility given the unique space and needs of the organization. Not all strategies will be appropriate or feasible for all organizations. Administrators and leaders are encouraged to think creatively about all opportunities to increase the physical space between individuals and limit interactions in large group settings. Consider ways to accommodate the needs of individuals at higher risk for severe illness from COVID-19 in all strategies.

- Encourage high-risk populations not to attend and offer alternative ways (e.g., phone, online, or recorded) for them to participate.
- If high-risk populations attend any type of gathering in person, try to limit total attendance.
- Encourage people to stay home when sick or exhibiting any of the known COVID-19 symptoms; consider appropriate signage at all entrances that remind people not to enter if sick.
- Modifications to gatherings for social distancing might include:
  - ~ Holding the event in a large, well-ventilated area, maintaining about a 6-foot distance between individuals by having members sit in alternating rows or otherwise spread out
  - ~ Offering a phone or online (live or recorded) meeting or worship service option, especially for high-risk individuals
  - ~ Providing additional times for meetings or worship services, with limited attendance at each
- Mailed newsletters, prerecorded messages from trusted leaders on a designated call-in telephone number, and printed copies of home study or prayers may be options, especially to reach those without internet access.

- ~ For religious services, give people the option to watch your service or other services online (live or recorded).
- ~ In addition to technology, this may require special guidance from religious leaders that not attending religious services in person is acceptable. If leaders want to keep up with attendance, viewers can send a comment via the online/livestream platform or an email or text to let you know they were watching.
- ~ This might also involve special guidance about the use of electronic devices at times when that practice is usually not permitted (e.g., Jewish Sabbath).

## INTENSIFY CLEANING AND DISINFECTION EFFORTS.



- Routinely (at least once per day, if possible) clean and disinfect surfaces and objects that are frequently touched. This may include cleaning objects/surfaces not ordinarily cleaned daily (e.g., doorknobs, light switches, classroom sink handles, countertops). Clean with the cleaners typically used. Use all cleaning products according to the directions on the label.
- For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available on the CDC website. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method, and contact time, etc.).
- CDC offers several free hand washing resources that include health promotion materials, information on proper hand-washing technique, and tips for families to help children develop good hand-washing habits. Consider hanging signs in bathrooms as an extra reminder.
- Ensure adequate supplies (e.g., soap, paper towels, hand sanitizer, tissue) to support healthy hygiene practices.

# HOTELS/LODGING CONSIDERATIONS

## CHECK IN/OUT

- Consider reducing the number of check-in desks open.
- Social distancing of team members to guests.
- Consider Introducing one-way systems around the hotel particularly on check in/out to ensure guests and staff feel safe moving around the hotel.
- Implement/encourage contactless payments and use of email/e-billing to avoid cross contamination from guest to employee.
- Consider protective shields such as Perspex in place at the desk.
- Use digital check-in where available and express checkout for all.
- Consider entrance and exits on automated sensors or doors propped open for non-automated doors.
- Rope barrier to protect reception staff or signage on the floor.
- Consider not offering a facility to store guest luggage, where possible allow guest to leave in their room.
- TV in lobby area expressing measures, controls and offerings for guest information safety.

## HOTEL ETIQUETTE

- Adhere to strict state guidelines and social distancing measures.
- Do not hold doors open while social distancing restrictions are in place.
- Should the lift need to be used, no more than 1 person unless a family member or sharing same room.  
Frequent cleaning of lift.

## CLEANING/DISINFECTION

- Introduce new cleaning practices to safeguard and protect guests and employees from possible infection.
- Communicate the cleaning regime in place for the public areas.
- Nominate a Hotel 'Safety Champion' to be the overseer of all things hygiene and the go to person for the team with any concerns
- Additional training for all team members around new guidelines and cleaning practices.
- Increase public area cleaning in peak periods for door handles, shared surfaces etc.
- Hygiene stations available in the lobby.
- During low occupancy (<40%) deep clean areas once a week.
- Ensure that champions provide updates and strategy to all team members.
- Complete audits to ensure regimes are being followed correctly.
- Check local government's hygiene and cleanliness standards.

## HOUSEKEEPING

- Cleaning program to be developed looking at the key touchpoints in a room.
- From that decide on the chemicals to be used and the PPE required to protect the team from both the chemical and any viral contaminant.
- Check with the team they are comfortable with what is expected and how they are protected. Use their expertise to develop the right practices.
- Housekeeping team to wear own clothes to work and change into their clean uniform at work, they should then change out of their uniform to go home. Uniform to be washed daily, extra uniform provided if required.  
During cleaning of bedrooms appropriate gloves and PPE to be worn.
- Stagger breaks and lunches for the Housekeeping team.

# COVID-19 GENERAL CHECKLIST FOR RETAIL EMPLOYERS

This checklist is intended to help retail employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the Guidance for Retail Employers. This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.

## CONTENTS OF WRITTEN WORKSITE-SPECIFIC PLAN

- ☐ The person(s) responsible for implementing the plan.
- ☐ A risk assessment and the measures that will be taken to prevent spread of the virus.
- ☐ Training and communication with employees and employee representatives on the plan.
- ☐ A process to check for compliance and to document and correct deficiencies.
- ☐ A process to investigate COVID-19 cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.

## TOPICS FOR EMPLOYEE TRAINING

- ☐ Information on COVID-19, preventing spread, and who is especially vulnerable.
- ☐ Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- ☐ The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- ☐ When to seek medical attention.
- ☐ The importance of hand washing.
- ☐ The importance of physical distancing, both at work and off work time.
- ☐ Proper use of cloth face covers.



## INDIVIDUAL CONTROL MEASURES & SCREENING

- ☐ Symptom screenings and/or temperature checks.
- ☐ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ☐ Encourage frequent hand washing and use of hand sanitizer.
- ☐ Provide disposable gloves to workers using cleaners and disinfectants when required. Consider gloves as a supplement to frequent hand washing for other cleaning tasks, such as handling commonly touched items or conducting symptom screening.
- ☐ Strongly recommend cloth face covers.
- ☐ Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- ☐ Communicate frequently to customers that they should use face masks/covers.

## CLEANING AND DISINFECTING PROTOCOLS

- ☐ Perform thorough cleaning in high-traffic areas.
- ☐ Frequently disinfect commonly used surfaces.
- ☐ Clean and sanitize shared equipment after each use.
- ☐ Clean touchable surfaces between shifts or between users, whichever is more frequent.
- ☐ Equip customer entrances and exits, checkout stations, and customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- ☐ Ensure that sanitary facilities stay operational and stocked at all times.
- ☐ Make hand sanitizer and other sanitary supplies readily available to employees.
- ☐ Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- ☐ Modify store hours to provide adequate time for cleaning and stocking with physical distancing.
- ☐ Provide time for workers to implement cleaning practices before and after shifts; hire third-party cleaning companies.
- ☐ Install hands-free devices if possible.
- ☐ Encourage the use of debit or credit cards by customers.
- ☐ Encourage customers with reusable bags to clean them frequently and require them to bag their own purchases.
- ☐ Consider upgrades to improve air filtration and ventilation.

## PHYSICAL DISTANCING GUIDELINES

- ☐ Implement measures to physically separate people by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ☐ Minimize exposure between cashiers and customers. Where physical distancing cannot be maintained, use barriers such as Plexiglas. Where barriers are not feasible, strongly recommend that employees and customers wear face covers.
- ☐ Use signage to remind customers of physical distancing at every opportunity.
- ☐ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ☐ Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation.
- ☐ Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- ☐ Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- ☐ Dedicate shopping hours for seniors and other vulnerable populations.
- ☐ Increase pickup and delivery service options such as online ordering for curbside pickup.
- ☐ Provide separate, designated entrances and exits.
- ☐ Limit the number of in-store customers based on the size of the facility.
- ☐ Be prepared to queue customers outside while still maintaining physical distance.
- ☐ Encourage and train employees to practice physical distancing during pickup and delivery.
- ☐ Make some locations pickup- or delivery-only to minimize physical interaction, if possible.
- ☐ Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- ☐ Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.
- ☐ Ask non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to have their employees follow the guidance of local, state, and federal governments regarding wearing masks.

**For other business type checklist,  
please visit <https://covid19.ca.gov>**

# SOURCES

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Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/>

Food and Drug Administration (FDA): <https://www.fda.gov/>

WebMD: <https://www.webmd.com/>

California Department of Public Health: <https://www.cdph.ca.gov/>

Cal/OSHA: <https://www.dir.ca.gov/dosh/>

We would to thank the Chamber of Commerce of West Alabama at [www.westalabamaworks.com](http://www.westalabamaworks.com)

# CLOSING

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We know this situation is difficult. Many of us are going through circumstances we never thought we would experience, from teaching our children at home to filing for unemployment. We will rise above this. We will emerge from this better than we were. We are #StrongerTogether.

Remember your Tulare County Health & Human Services Agency is here to help you and your business during this time. Do not hesitate to call or email us with your questions, concerns, or ideas. We will continue to update our resources to serve you as this fluid situation develops.

Thank you for your support. Thank you for your drive. Thank you for your grit. Thank you for making Tulare County what it is — a place where amazing things happen.

# #STRONGERTOGETHER



Tulare County  
Health & Human Services Agency  
1-800-834-7121 ♦ [www.tchhsa.org](http://www.tchhsa.org)